



**Aetna Better Health[®]
of Kentucky**



Provider Engagement


Our Network Manager (Provider Engagement) Team is assigned to designated areas throughout the state and are located within the communities in which they serve. We are subject matter experts and are available to providers for education, training, and support.

Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM
For general questions, send to KYProviderRelations@aetna.com.

Supporting Kentucky Youth – (SKY)

Territory	Contact Information	
SKY Liaison – Statewide All other out of state not otherwise listed below.	Michelle Marrs 859-221-4737 MarrsM@aetna.com	

Behavioral Health


Territory	Contact Information	
Community Mental Health Centers – Statewide Behavioral health providers – <ul style="list-style-type: none">• Region 1• Region 2• Region 7• Region 8	Holly Smith 815-641-7411 SmithH3@aetna.com	




Behavioral Health

Territory	Contact Information	
Behavioral health providers <ul style="list-style-type: none"> Region 3 Region 4 Region 5 Region 6 	Christi Atkinson 859-321-0775 AtkinsonC1@aetna.com	

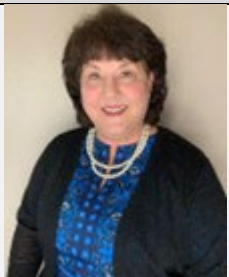
All Provider Types

Territory – All Provider Types excluding Behavioral Health	Contact Information	
Region 1 - Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken Region 2 - Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster ABHKY providers located in Indiana	Gina Gullo 502-612-9958 Rlgullo@aetna.com	

All Provider Types


Territory – All Provider Types excluding Behavioral Health	Contact Information	
Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne ABHKY providers located in Tennessee	Andrea Dewitt 270-306-0765 DewittA@aetna.com	

Ancillary Providers ONLY


Territory – Ancillary Providers ONLY (Excluding BH, Hospital and PCP)	Contact Information	
Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington Region 5 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford	Becky Bowman 502-214-0399 BowmanB@aetna.com	



Hospital Systems & PCP ONLY


Territory – Hospital Systems & PCP ONLY	Contact Information	
<p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p> <p>Region 5 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p>	<ul style="list-style-type: none"> • University of Louisville • Norton • Ephraim McDowell • University of Kentucky • Community Health Partner • Association of Primary Care Physicians • The Physician Network • CHI 	 <p>Trista Gibson 606-305-2705 GibsonT1@aetna.com</p>

Ancillary Providers ONLY


Territory – Ancillary Providers ONLY (Excluding BH, Hospital and PCP)	Contact Information	
<p>Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton</p> <p>Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>ABHKY providers located in Ohio, Virginia & West Virginia</p>	<p>Jennifer Hardin 606-240-0120 HardinJ@aetna.com</p>	

Hospital Systems & PCP ONLY




Territory – Hospital Systems & PCP ONLY		Contact Information	
Region 6 – Boone, Campbell, Gallatin, Grant, Kenton, Pendleton Region 7 - Bath, Boyd, Bracken, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan Region 8 - Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe ABHKY providers located in Ohio, Virginia & West Virginia		<ul style="list-style-type: none"> • Kentucky Primary Care Association • St. Elizabeth • Baptist Healthcare • St. Claire Medical 	 Jacquelyne Pack 606-331-1075 Jmpack@aetna.com

External

Territory	Contact Information	
Statewide	Dustin Johnson 502-648-6526 JohnsonD38@aetna.com	

Supervisor, Network Management

	Contact Information	
	Krystal Risner 606-687-0310 RisnerK@aetna.com	

Ld. Director, Network Management

	Contact Information	
	JoAnn Marston 859-669-6217 MarstonJ@aetna.com	



Mailbox: Credentialing applications, forms, and updates along with any demographic updates and terminations should be sent directly to: KyProviderUpdates@aetna.com.

EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit <https://payerenrollservices.com/>

Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

- **Health Plan Website** - The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website. Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://aetna.com/betterhealth/kentucky)
- **Availity** - Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries. Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>
- **Network Notices** - We have moved to a web-based application allowing us to share more information with you as needed. If you don't currently receive our notices, please take just a minute to sign up. Visit us at: <https://lp.constantcontactpages.com/su/Y4DwUms>

